

<i>Library Commission approved minutes as presented on Feb 12, 2019.</i>
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**1. CALLED TO ORDER AND ROLL CALL:**

Pamela Bailey, Chair, called the meeting of the Library Commission to order at 6:30PM on Tuesday Jan 15, 2019.

**Members Present:** Pamela Bailey, Chair; Kathleen Poulsen, Vice-Chair; Jon Youngberg, Secretary; Elizabeth Beechwood; Kirsten Beier; Nickie Augustine; Matthew Hampton, Student;

**Members Absent:** Valyrie Ingram (excused);

**Staff:** Colleen Winters, Library Director

**Council Liaison:** Adolph “Val” Valfre

**Others:** None.

**2. ADDITIONS/DELETIONS:** Kathleen had an early idea for a possible Staff Appreciation gift in 2019.

**3. APPROVE LIBRARY COMMISSION MEETING MINUTES OF Dec 11, 2018:**

**MOTION:** Nickie moved, seconded by Kathleen, to approve the December 11, 2018 minutes as amended. **MOTION CARRIED** by all.

**4. CITIZEN COMMUNICATIONS:** None.

**5. INFORMATIONAL ITEMS:**

**5a. FOUNDATION REPORT:** Colleen Winters shared comments about the activities of the Library Foundation of Forest Grove:

- a) The Foundation Board has met this week.
- b) Work on the Garden Project is on hold until Spring 2019. Plant selection is continuing. A subcommittee meets to consider the Ginsburg Memorial portion.
- c) A long-time library patron has left the Foundation a sizable amount in their will, with no strings attached as to how it can be spent.
- d) The Foundation Board wants a current list of ideas and wishes for library projects, from Colleen and the library staff.
- e) There will not be a “Friends & Family Night” at McMenamin’s in 2019.
- f) See the Library Foundation of Forest Grove’s web site at: [www.fglf.org](http://www.fglf.org).

**5b. FRIENDS REPORT:** Colleen Winters shared comments about the activities of the Friends of the Forest Grove Library:

- a) The Friends Board will meet this week
- b) The Spring 2019 Used Book Sale is scheduled for the week of April 15 – 20, 2019. Set-up for the sale will begin on Apr 10, with take-down scheduled for April 22, 2019. The normal call for volunteers can be expected.
- c) The Friends web site is at: [fglibraryfriends.org](http://fglibraryfriends.org).

**5c. COUNCIL LIAISON REPORT:** Adolph “Val” Valfre shared comments about the recent activities of the Forest Grove City Council:

- a) City Public Works director Rob Foster has retired, replaced by Greg Robertson.
- b) Listened to Housing Needs Analysis presentation. Grant from state to pay for the study.
- c) Downtown Forest Grove to be nominated as a “Downtown Historic District”.
- d) Inventory of city-owned properties (only a few) that could be donated for low-cost housing.
- e) Reminder of B&C Recognition dinner Thursday night this week.
- f) Upcoming 26<sup>th</sup> Annual Town Meeting (ATM) at the Forest Grove High School. Theme this year: “Emergency Preparedness”. A “fair” with booths and tables with information. ATM to be held Saturday Jan 26, 2019, from 9am to noon.
- g) Next CPO meeting: Jan 30, 2019 in the Library’s Rogers Room. Theme: “Eating Smart & Wasting Less”.
- h) Presentation about early poll for new Police Station funding measure. Early thinking. Proposed dates discussed in 2019 and 2020. Need to educate citizens of Forest Grove of need for new Police Station.

**5d. LIBRARY DIRECTOR’S REPORT:** Colleen Winters reported these items:

- a) Colleen presented a report to the City Council, listing Library accomplishments in 2018, and Top Priorities for 2019.

The library’s accomplishments for 2018 were:

1. Added 4.5 open hours per week to the library schedule.
2. Library Listening Tour and Patron Survey, assisted by Library Commission.
3. Restructuring of current staff to facilitate and promote Latino and Community Outreach programs.
4. Awarded 1,961 free books to youth and teen summer readers.
5. Digitization Project – of Forest Grove newspapers onto microfilm.
6. Successful hiring of a Youth Services Librarian and an Adult Services Librarian.

The library's top priorities for 2019 are:

1. Completion of the Ginsburg Memorial Garden, a joint project of the Library Foundation and the City.
2. Refurbishing bathrooms: signage, wiring, light fixtures, painting.
3. Strategic Plan follow-up re: identified priorities: Teens, Technology, Latino Outreach, Community, and Library of Things.
4. Listening Tour/Survey follow-up: signage, customer service, publicity, programs.

**b)** Colleen reported discouraging news that the large window structure by the computers continues to leak, despite all the major repair efforts of 2018. The library is waiting for an inspection and report before anything further can be done.

**c)** The WCCLS catalog upgrade (or update) was done very quickly, in much less than the planned 2 days. Colleen suggested that the members of the Library Commission should try the new WCCLS catalog interface website.

**d)** New library staff person Jillian will come to a future Library Commission meeting to discuss Teen Room ideas.

**e)** January is BEAR month at the library – 40<sup>th</sup> Anniversary - series of events, including Jan 23. 2019 event Oregon Shadow Theatre – “The Green Bird”.

**f)** January program “Celebrate Diversity” will be held Sat Jan 26, 2019 from 1-3PM instead of the Star Wars big event.

**g)** A new series of events “The Generous Listener” (where adults read aloud) will begin Sat Jan 26, 2019 at 10:30am in the Rogers Room.

**h)** Cultural Series Event – “Celebrating Oregon's Wild & Scenic Rivers” event was held Jan 8, 2019 at 6:30PM in the Rogers Room.

**i)** Upcoming Cultural Series Event – “Craft of Sake with Sake One Brewing” – Tues Feb 5, 2019 at 6:30pm in the library's Rogers Room.

**j)** The Library Commission's annual “retreat” could be held as our March meeting.

## **6. DISCUSSION OF ITEMS:**

**a) Pamela's speech at the B&C Recognition Dinner.** Pamela wanted us to review her short speech for the upcoming B&C Recognition dinner.

**b)** Kathleen showed the Library Commission a possible type of **Staff Appreciation gift** for events in the next few months: Decorative fan-shaped books with attractively folded pages.

**c) B&C Review.** The Library Commission has been asked to review proposed rule changes to Forest Grove's Boards and Commissions, starting in Dec 2018 and ending in Feb 2019. The Library Commission generally agreed on most of the proposed items. Three items, though, received significant comments and questions:

1. Limiting Chairperson's Appointment to 24 consecutive months, but with no other

limit on lifetime terms that a person can serve as a B&C officer. The Library Commission is requesting that it be allowed to consider this item as a “suggestion” or a “recommendation”, and that it is allowed flexibility on the maximum number of consecutive months that the Chairperson and Vice-Chair of the Library Commission can serve.

**2. Concern about the Staff Liaison’s role of “Minute Preparation” of meetings.**

The Library Commission does not have a city employee available to take notes at its meetings, or to produce the minutes of meetings (although it does have volunteers and commission members available).

So, the Library Commission would like to suggest a more flexible wording for this item. We feel it would be better if the Staff Liaison is asked to “supervise minute preparation” rather than have the role of “minute preparation”, and that the Staff Liaison be allowed to choose either a city employee, a volunteer, or a board or commission member to take meeting notes and prepare meeting minutes (with the supervision, review, and approval of the Staff Liaison).

We feel that this change will allow for flexibility for the various boards and commissions, and that it will still achieve the desired goals for the proposed change.

**3. Re-interviewing B&C members seeking reappointment every 4 years.** The Library Commission suggests allowing the City Council the flexibility (if possible) of being able to choose whether to re-interview a B&C member or not. One example where the City Council might not want to re-interview an existing B&C member seeking reappointment would be if there are no other applicants for the position.

During this second discussion of the Library Commission’s requested review of its comments and recommendations for the B&C Review no further changes were made.

**Approve Library Commission’s Response to B&C Review:**

**MOTION:** Elizabeth moved, seconded by Nickie, to approve the three comments above as the Library Commission’s response to the B&C Review. **MOTION CARRIED** by all.

**d) “Survey and Listening Tour Results”:** Colleen said that Library Staff have done a lot of work looking at and summarizing comments received from the now-completed Survey and Listening Tour of 2018. She also continued to recommend that Library Commissioners read the large packet of comments received, to look for insight. Kirsten volunteered to digitize the Survey and Listening Tour comments and send them to us via e-mail.

Colleen mentioned that efforts at better signage will begin right away. An Open/Closed sign for the back parking-lot area might come first. Other signs are a possibility, including “Sandwich boards” and “Reader boards” that might advertise events and programs.

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**Meeting Date – 6:30PM Tues Jan 15, 2019**  
**Rogers Conference Room**  
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Colleen noted that, overall, the comments received are positive, supportive, and helpful, but that a few negative comments were also received. Some of the negative comments were about perceived bad customer service experiences. Colleen wants library patrons to know that library staff are working on a variety of other library duties and are not just sitting at a desk waiting for the library patron to come to the desk. The library does not have the budget to have employees sit and wait for a customer interaction. The library staff members look busy, because they are busy.

So, how can the Library Staff make the customer be more welcome, receive more focus, etc.? How to get the Library Staff to be even more about friendly customer service? With increased focus on customer service and solving customer problems at the various desks? Colleen asked if it would be a good idea to have a volunteer stationed at the library's front entrances, as a first contact with library patrons?

Colleen mentioned a daily staff meeting held just before the library opens. Schedule for the day, recent problems and incidents, news about volunteers, and customer service concerns are all discussed at the daily meeting.

There will also be a Mon Feb 18, 2019 all-day "President's Day" in-service meeting for Library Staff. Relevant questions that will be considered will include: "How to get Library Staff to be even more about friendly customer service?" and "How to better focus on customer service and solving customer problems, at the library's service desks"?

**7. ANNOUNCEMENT OF NEXT MEETING:**

The next Library Commission meeting will be held on Tuesday February 12, 2019 at 6:30PM, in the library's Rogers Room.

**8. ADJOURNMENT:**

Hearing no further business, Chair Bailey adjourned the meeting at 8PM.

Minutes respectfully submitted by:

Jon Youngberg, Library Commission Secretary